

Complaint/Compliment Report

AMR-EI Paso County

ID # 150

ESA REPORT

ID Number 150
Individual [REDACTED]
Date of Incident 04/21/2010
Trip # 51034
Taken By Terry Zaugg

First Referral
Date

Second Referral
Date

Third Referral
Date

Nature Other

Description [REDACTED] called and states that her bag of medicine and some cash was missing after she was transported to the hospital. She also states that the crew didn't take her to the hospital of her choice. She states that she had 100 vicodin and that they are missing. [REDACTED] stated to the dispatch center tonight when she called that she had called a few days ago and was wondering why we haven't called her back.

Resolution 04/25/2010@2001-Spoke with the Paramedic from the crew, she states that the patients relative told them that the patient ingested her entire bottle of vicodin prior to someone calling 911. She states that she doesn't recall seeing any money or taking any of the patients belongings to the hospital. She also states that due to the nature of the call that PMH was the appropriate facility to take the patient too (due to proximity of the call) , instead of her original request of Memorial Hospital North. tz

04/25/2010@2045-Spoke with the other crew member, he states that the empty pill bottles were left on the counter in the home. He also states that the patient was incoherent during the transport, and states that there was no money or belongings which went with the patient to the hospital. tz

04/25/2010@2122-Contacted CSFD 73 and he will investigate with the FD Paramedic that was on scene. I will contact the patient with the results of the investigation so far.tz

04/26/2010 @ 0935: Received a phone call from [REDACTED] stating that this is the 5th time she has called and has not gotten any response. I informed that she just called last night and spoke with the on-duty Sup and he informed me of the incident this morning. I told her that an investigation has

been started and that the Night Sup would be contacting her later today. [REDACTED] stated that she is going to file a police report and go to the news if she does not get a response soon. She stated that her bag with her Vicodin, Flexerill and an inhaler was taken along with \$73. She stated that she was coherent enough to know that her bag was being handled by CSFD and AMR. She stated that she was alone on scene and that no one witnessed crew members taking the bag. She did state that her roommate returned later to find the bag missing. (KG)

04/26/2010 @ UNK time: [REDACTED] called back and left a VM stating that her roommate can attest to the fact that she saw a "fire fighter" carrying the bag to the ambulance. She stated that she needs her medications and if this is not handled in a timely fashion that she will call her lawyer. (KG)

04/26/2010@1407-I called CSFD 73 and spoke with Jeff Seivers. He states that he forwarded the information to Glenn Conklin and was awaiting a return phone call. tz

04/26/2010@1624-Received a voice mail from CSFD 73 Jeff Seivers stating that the fire medic that was on scene was contacted and cooperated the story of the crew, that there were no belongings which went to the hospital with the patient. He also stated that if she would like to file a complaint against the FD that she would have to contact their headquarters. tz

04/26/2010@1930-Called patient and tried to explain that both our crew members and the CSFD Paramedic state the same thing, that there were no belonging's with the patient when they went to the hospital. [REDACTED] states that she had a witness which saw the crew take her makeup bag with them, I attempted to talk to her, but she stated to me that she was going to file a police report, and not pay the bill for the transport. Then she proceeded to hang up, Patient was rude, short, agitated, and "spoke her mind", not allowing me to continue. After consulting with Scott McCune he agreed that we (AMR) did a thorough investigation and at this point in time unless other developments force this issue to re-open, it is considered closed. Tz

Date Closed 04/26/2010

Complaint/Compliment Report

AMR-EI Paso County

ESA REPORT

ID # 151

ID Number 151
Individual [REDACTED]
Date of Incident 11/29/2009
Trip # 156672
Taken By Ali, Warda

First Referral Date

Second Referral Date

Third Referral Date

Nature Complaint

Description Complaint received from Pt advocate Warda Ali from [REDACTED]. Complaint stated that the crew was rude to her and stated that they would never come back to transport her again. The complaint came in 4 months after the incident took place. Ms. Ali sent an email to the Supervisors for review.

Resolution Spoke with crew regarding complaint and they both had a good recollection of the call. The EMT who attended the call stated that the pt was emotionally upset and that she stated she was dying. EE stated that he was very compassionate with the pt and her concerns. EE stated that the pt was being evicted from her apartment and even went out of his way to make arrangements for the pt's cat prior to transporting her to the hospital. EE stated that the pt even thanked him for being so nice to her on the way to the hospital. The paramedic for the call confirmed the above mentioned statements.

Unfortunately the phone number on the PCR is not correct. I contacted the pt advocate department for an updated phone number which they provided. I tried the new number and it was for a local hotel. The receptionist stated that they do not have any one registered at their facility with that name.

At this time, the incident is closed. If the pt advocate center re-contacts with further information the incident can be re-opened at that time. (KG)

Date Closed 04/27/2010



Complaint/Compliment Report

AMR-EI Paso County

ESA REPORT

ID # 152

ID Number 152

Individual Lynn Rogers

Date of Incident 04/30/2020

Trip #

Taken By jen catanach

First Referral Date Scott McCune

Second Referral Date

Third Referral Date

Nature Vehicle

Description Lynn called stated on 8th street at approx 1810 medic 19 was driving code 3 and RP felt it was too fast for posted area. RP states 719 was traveling S Bound on 8th Street in front of Walmart at time of her call. Referred to Scott McCune for Road safety download and report. I will investigate once I receive the road safety report. Unknown which EE was driving at this time.

Resolution EE was found to be driving too fast per company policy per posted speed limit. EE will receive disciplinary action.

Date Closed 05/19/2010



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**ESA Performance & Compliance Report
March & April 2010**

I. ESA COMPLIANCE REVIEW SUMMARY

Pursuant to the Intergovernmental Agreement Concerning the El Paso County Emergency Services Agency (“ESA”) dated January 21, 2010, the City of Colorado Springs and El Paso County have created the ESA to oversee an exclusive contract to provide ground emergency ambulance service to the ESA’s service area within the City of Colorado Springs and El Paso County. Section 16 of the Ground Emergency Ambulance Services Contract between El Paso County Emergency Services Agency and American Medical Response of Colorado, Inc. (“Contractor”), which was effective January 1, 2009, provides that Contractor agrees that, in the event it fails to meet performance requirements set forth in the Contract, it shall pay assessments in the amount and manner set forth in Exhibit F of the Contract. The assessments represent a reasonable endeavor by the ESA and the Contractor to estimate a fair compensation for the foreseeable damage to the ESA and its residents due to Contractor’s failure to meet the performance standards set forth in the Contract. The assessments are in the nature of liquidated damages and are not punitive in nature. Payment by the Contractor of an assessment shall constitute a full release and satisfaction of the particular matter.

In accordance with Section 14 of the contract, the Contractor provided all required performance and compliance reports during the reporting period. The Contractor has reviewed and concurs with the contents of this report.

A representative sampling and subsequent assessment of associated records for Code 3 calls documented in the Contractor’s submitted data indicated that records were accurately prepared and factually reported for March and April 2010.

A. Assessment Summary

The data provided by the Contractor and reviewed by ESA staff indicated that the Contractor met the contractual response standards included in the contract, and had one incidence of contractor Level 0 during March and two in April. The total recommended assessment for March and April 2010 is \$6,630.00.

Potential & Recommended Assessment Summary				
Performance Standard	March 2010		April 2010	
	Potential	Recommended	Potential	Recommended
Per Call Performance – Exceeding Maximum Response Times	\$2,158.00	\$2,158.00	\$3,484.00	\$3,484.00
Zone Standards (90%) – Urban, Suburban, Rural	\$0.00	\$0.00	\$0.00	\$0.00
Zone Standards (90%) – Frontier, Wilderness (annual)	N/A	N/A	N/A	N/A
Systemwide Standard (92%)	\$0.00	\$0.00	\$0.00	\$0.00
Call Referrals	\$0.00	\$0.00	\$0.00	\$0.00
Other Assessments (including Level 0)	\$988.00	\$988.00	\$0.00	\$0.00
Special Circumstances	\$0.00	\$0.00	\$0.00	\$0.00
Exemptions	\$3,068.00	\$0.00	\$624.00	\$0.00
TOTAL:	\$6,214.00	\$3,146.00	\$4,108.00	\$3,484.00

II. CONTRACTOR PERFORMANCE & COMPLIANCE REPORT

A. Per Call Performance (F.1.C.1.) – Following is a list of calls which exceeded the Maximum Response Time allowed in the contract. (Assessment amount F.3.D.)

For March 2010, there were 28 calls that exceeded the Maximum Response Time for their Zone, all of which were located within the City of Colorado Springs. For April 2010, there were 44 calls that exceeded the Maximum Response Time for their Zone. Of these, 42 (95.5%) were located within the City of Colorado Springs, and two (4.5%) were located in El Paso County.

March 2010 (28)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	03/14/2010	34910	0:18:00	0:18:47	0:00:47	\$26.00	\$26.00
Total Suburban 12	1 (3.6%)						
Urban Southwest 8	03/01/2010	28549	0:12:00	0:13:48	0:01:48	\$52.00	\$52.00
Urban North 8	03/01/2010	28618	0:12:00	0:13:09	0:01:09	\$52.00	\$52.00
Urban North 8	03/02/2010	29207	0:12:00	0:13:16	0:01:16	\$52.00	\$52.00
Urban Southwest 8	03/02/2010	29258	0:12:00	0:15:17	0:03:17	\$104.00	\$104.00
Urban North 8	03/03/2010	29317	0:12:00	0:18:57	0:06:57	\$182.00	\$182.00
Urban North 8	03/04/2010	29911	0:12:00	0:12:07	0:00:07	\$26.00	\$26.00
Urban Southeast 8	03/05/2010	30792	0:12:00	0:13:30	0:01:30	\$52.00	\$52.00
Urban Southeast 8	03/06/2010	30876	0:12:00	0:12:45	0:00:45	\$26.00	\$26.00
Urban Southeast 8	03/08/2010	31680	0:12:00	0:19:19	0:07:19	\$208.00	\$208.00
Urban Southeast 8	03/09/2010	32258	0:12:00	0:16:01	0:04:01	\$130.00	\$130.00
Urban Southwest 8	03/09/2010	32619	0:12:00	0:12:53	0:00:53	\$26.00	\$26.00
Urban Southwest 8	03/10/2010	32947	0:12:00	0:12:08	0:00:08	\$26.00	\$26.00
Urban North 8	03/10/2010	32962	0:12:00	0:14:27	0:02:27	\$78.00	\$78.00
Urban North 8	03/11/2010	33231	0:12:00	0:14:44	0:02:44	\$78.00	\$78.00
Urban Southeast 8	03/11/2010	33588	0:12:00	0:13:22	0:01:22	\$52.00	\$52.00
Urban Southeast 8	03/13/2010	34479	0:12:00	0:12:23	0:00:23	\$26.00	\$26.00
Urban North 8	03/13/2010	34592	0:12:00	0:12:26	0:00:26	\$26.00	\$26.00
Urban North 8	03/14/2010	34844	0:12:00	0:16:38	0:04:38	\$130.00	\$130.00
Urban North 8	03/15/2010	35384	0:12:00	0:13:34	0:01:34	\$52.00	\$52.00
Urban Southeast 8	03/15/2010	35386	0:12:00	0:12:39	0:00:39	\$26.00	\$26.00
Urban North 8	03/16/2010	35991	0:12:00	0:19:28	0:07:28	\$208.00	\$208.00
Urban North 8	03/17/2010	36022	0:12:00	0:12:38	0:00:38	\$26.00	\$26.00

Urban North 8	03/17/2010	36028	0:12:00	0:23:27	0:11:27	\$312.00	\$312.00
Urban North 8	03/17/2010	36356	0:12:00	0:12:24	0:00:24	\$26.00	\$26.00
Urban Southwest 8	03/17/2010	36444	0:12:00	0:12:15	0:00:15	\$26.00	\$26.00
Urban Southwest 8	03/21/2010	38079	0:12:00	0:14:04	0:02:04	\$78.00	\$78.00
Urban North 8	03/21/2010	38126	0:12:00	0:13:09	0:01:09	\$52.00	\$52.00
Total Urban 8	27 (96.4%)						
Assessments						\$2,158.00	\$2,158.00

April 2010 (44)							
Zone	Date	Call #	Maximum	Response Time	Amount in Excess	Potential Assessment (per agreement)	Recommended Assessment (per agreement)
Suburban 12	04/05/2010	44264	0:18:00	0:18:12	0:00:12	\$26.00	\$26.00
Suburban 12	04/08/2010	45578	0:18:00	0:19:28	0:01:28	\$52.00	\$52.00
Suburban 12	04/14/2010	48304	0:18:00	0:18:13	0:00:13	\$26.00	\$26.00
Suburban 12	04/15/2010	48778	0:18:00	0:19:28	0:01:28	\$52.00	\$52.00
Suburban 12	04/17/2010	49373	0:18:00	0:19:19	0:01:19	\$52.00	\$52.00
Suburban 12	04/26/2010	53584	0:18:00	0:24:03	0:06:03	\$182.00	\$182.00
Total Suburban 12	6 (13.6%)						
Urban North 8	04/01/2010	42364	0:12:00	0:14:26	0:02:26	\$78.00	\$78.00
Urban Southwest 8	04/01/2010	42421	0:12:00	0:14:24	0:02:24	\$78.00	\$78.00
Urban North 8	04/03/2010	43397	0:12:00	0:12:30	0:00:30	\$26.00	\$26.00
Urban Southwest 8	04/05/2010	44061	0:12:00	0:12:42	0:00:42	\$26.00	\$26.00
Urban Southwest 8	04/05/2010	44171	0:12:00	0:14:57	0:02:57	\$78.00	\$78.00
Urban North 8	04/05/2010	44189	0:12:00	0:15:32	0:03:32	\$104.00	\$104.00
Urban North 8	04/05/2010	44268	0:12:00	0:14:06	0:02:06	\$78.00	\$78.00
Urban Southeast 8	04/05/2010	44270	0:12:00	0:13:53	0:01:53	\$52.00	\$52.00
Urban North 8	04/06/2010	44481	0:12:00	0:20:26	0:08:26	\$234.00	\$234.00
Urban Southwest 8	04/06/2010	44773	0:12:00	0:14:30	0:02:30	\$78.00	\$78.00
Urban Southeast 8	04/08/2010	45362	0:12:00	0:14:39	0:02:39	\$78.00	\$78.00
Urban Southeast 8	04/08/2010	45650	0:12:00	0:13:00	0:01:00	\$26.00	\$26.00
Urban North 8	04/09/2010	46117	0:12:00	0:17:10	0:05:10	\$156.00	\$156.00
Urban North 8	04/09/2010	46149	0:12:00	0:12:13	0:00:13	\$26.00	\$26.00
Urban Southeast 8	04/09/2010	46183	0:12:00	0:12:21	0:00:21	\$26.00	\$26.00
Urban North 8	04/09/2010	46290	0:12:00	0:12:40	0:00:40	\$26.00	\$26.00
Urban Southeast 8	04/13/2010	47633	0:12:00	0:13:00	0:01:00	\$26.00	\$26.00
Urban Southeast 8	04/14/2010	47951	0:12:00	0:12:27	0:00:27	\$26.00	\$26.00
Urban North 8	04/14/2010	48295	0:12:00	0:15:30	0:03:30	\$104.00	\$104.00
Urban Southeast 8	04/14/2010	48326	0:12:00	0:14:46	0:02:46	\$78.00	\$78.00
Urban Southwest 8	04/14/2010	48380	0:12:00	0:14:46	0:02:46	\$78.00	\$78.00
Urban North 8	04/15/2010	48848	0:12:00	0:15:53	0:03:53	\$104.00	\$104.00
Urban Southeast 8	04/17/2010	49374	0:12:00	0:14:59	0:02:59	\$78.00	\$78.00
Urban Southeast 8	04/18/2010	49763	0:12:00	0:12:55	0:00:55	\$26.00	\$26.00
Urban North 8	04/20/2010	50685	0:12:00	0:14:43	0:02:43	\$78.00	\$78.00
Urban Southwest 8	04/20/2010	50687	0:12:00	0:13:02	0:01:02	\$52.00	\$52.00
Urban Southwest 8	04/20/2010	50689	0:12:00	0:21:00	0:09:00	\$234.00	\$234.00
Urban North 8	04/20/2010	50692	0:12:00	0:16:41	0:04:41	\$130.00	\$130.00
Urban North 8	04/22/2010	51620	0:12:00	0:14:23	0:02:23	\$78.00	\$78.00
Urban North 8	04/22/2010	51916	0:12:00	0:12:53	0:00:53	\$26.00	\$26.00
Urban North 8	04/24/2010	52464	0:12:00	0:14:36	0:02:36	\$78.00	\$78.00
Urban North 8	04/25/2010	52866	0:12:00	0:13:49	0:01:49	\$52.00	\$52.00
Urban Southeast 8	04/25/2010	53142	0:12:00	0:16:49	0:04:49	\$130.00	\$130.00
Urban Southwest 8	04/25/2010	53143	0:12:00	0:19:11	0:07:11	\$208.00	\$208.00
Urban North 8	04/26/2010	53165	0:12:00	0:18:35	0:06:35	\$182.00	\$182.00
Urban North 8	04/27/2010	53707	0:12:00	0:14:32	0:02:32	\$78.00	\$78.00
Urban North 8	04/27/2010	53794	0:12:00	0:12:16	0:00:16	\$26.00	\$26.00
Urban Southeast 8	04/28/2010	54139	0:12:00	0:13:58	0:01:58	\$52.00	\$52.00
Total Urban 8	40 (90.9%)						
Assessments						\$3,484.00	\$3,484.00

B. Zone Standard – Urban, Suburban and Rural (F.1.C.2.) – Percentage of calls which meet the Minimum Response Time Standards in Urban, Suburban and Rural zones (90%), reported monthly. (Assessment amount F.3.A.) The contractor exceeded the minimum zone standard in the Urban, Suburban and Rural Zones during both reporting periods.

Zone	March 2010			April 2010		
	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	# of Code 3 Calls	# Exceeding Minimum Response Time	Compliance %
Urban 8	2,042	153	92.51%	2,075	164	92.10%
Suburban 12	739	40	94.59%	749	42	94.39%
Rural 20	147	1	99.32%	151	0	100.00%
Zone Standard			90.00%			90.00%

C. Zone Standard – Frontier and Wilderness (F.1.C.2.) - Percentage of calls which meet the Minimum Response Time Standards in Frontier and Wilderness zones (90%), reported annually (if the number of calls in zone exceeds 100). (Assessment amount F.3.C.) **Data for this standard will be reported when annual data for 2010 is available.**

D. System-wide Standard (F.1.C.3.) – Percentage of calls which meet the Minimum Response Time Standard (92%) (Assessment amount F.3.B.). The contractor exceeded the system-wide standard during both reporting periods.

Measure	March 2010	April 2010
# of Code 3 Calls	3,066	3,113
# Exceeding Minimum Response Time	198	207
System-wide Compliance %	93.54%	93.35%

E. Assessment for Call Referral (F.2.) – The Contractor is assessed for referring calls to unapproved responders. (Assessment amount F.2.) There were no calls referred to unapproved responders during either reporting period.

The contractor referred 10 calls in March 2010, nine of which were referred to Black Forest Fire/Rescue. The remaining call was referred to the City of Fountain Fire Department. The contractor referred 13 calls in April 2010, all but two of which were referred to Black Forest Fire/Rescue. The remaining calls were referred to the City of Fountain Fire Department.

In addition, the contractor is assessed for any referred calls for which the responding agency exceeded the maximum response time for the response zone. There was one instance during April 2010 where a call referred to an approved responder exceeded the maximum response time for the zone; that call is highlighted in red below. There were no instances during March 2010 where a released call exceeded the maximum response time for the zone.

March 2010 (10)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Suburban 12	30334	03/04/2010	Black Forest Fire/Rescue	0:10:10	\$0.00
Frontier 35	33586	03/11/2010	Black Forest Fire/Rescue	0:29:04	\$0.00
Suburban 12	33618	03/11/2010	Black Forest Fire/Rescue	0:08:49	\$0.00
Urban Southwest 8	35860	03/16/2010	Fountain Fire Department	0:09:40	\$0.00
Rural 20	36871	03/18/2010	Black Forest Fire/Rescue	0:18:04	\$0.00
Frontier 25	37300	03/19/2010	Black Forest Fire/Rescue	0:22:34	\$0.00
Rural 20	38022	03/21/2010	Black Forest Fire/Rescue	0:09:26	\$0.00
Frontier 25	39136	03/24/2010	Black Forest Fire/Rescue	0:27:45	\$0.00
Frontier 25	40811	03/28/2010	Black Forest Fire/Rescue	0:18:23	\$0.00
Frontier 25	41652	03/30/2010	Black Forest Fire/Rescue	0:04:21	\$0.00
March 2010 - Recommended Assessment					\$0.00

April 2010 (13)					
Response Zone	Call #	Date	Referred To	Response Time	Assessment
Frontier 25	43225	04/03/2010	Black Forest Fire/Rescue	0:14:28	\$0.00
Suburban 12	44068	04/05/2010	Black Forest Fire/Rescue	0:09:18	\$0.00
Suburban 12	46134	04/09/2010	Black Forest Fire/Rescue	0:11:39	\$0.00
Urban Southeast 8	46189	04/09/2010	Black Forest Fire/Rescue	0:07:56	\$0.00
Rural 20	47682	04/13/2010	Black Forest Fire/Rescue	0:04:23	\$0.00
Rural 20	48328	04/14/2010	Black Forest Fire/Rescue	0:09:45	\$0.00
Suburban 12	49566	04/17/2010	Black Forest Fire/Rescue	0:06:37	\$0.00
Urban Southwest 8	51814	04/22/2010	Fountain Fire Department	0:05:55	\$0.00
Urban Southeast 8	51838	04/22/2010	Fountain Fire Department	0:06:11	\$0.00
Frontier 25	51864	04/22/2010	Black Forest Fire/Rescue	0:20:20	\$0.00
Rural 20	52549	04/24/2010	Black Forest Fire/Rescue	0:02:20	\$0.00
Frontier 25	53266	04/26/2010	Black Forest Fire/Rescue	0:16:36	\$0.00
Rural 20	53500	04/26/2010	Black Forest Fire/Rescue	0:09:42	\$0.00
April 2010 - Recommended Assessment					\$0.00

F. Other Assessments (F.4.):

There were no reported or noted instances of ambulance breakdown en route (4.F.B); willfully falsifying at-scene times (F.4.A.) or failure to furnish reports or records (F.4.C.) during either of these reporting periods.

Contractor Level 0 (F.4.D.) – Under the current ground emergency ambulance service contract, Contractor Level 0 is defined as:

- No available ambulances for dispatch (all ambulances are either committed to calls, out of service due to decontamination procedures, etc., or out of the Service Area)
- AND**
- Contractor exceeds the response time standard in any response zone for any call received during the time contractor has no available ambulances, even if contractor is no longer at Level Zero when the ambulance arrives at the scene.

During March 2010, there was one occurrence of Contractor Level 0 as defined in the contract. During April 2010, there were no occurrences of Contractor Level 0.

March 2010								
Event #	Date	Day of Week	Time of Day	Duration	# of Units Available	# Calls Received during event	Potential Assessment	Recommended Assessment
1	3/16/10	Tuesday	5:03 PM	0:06:00	12	1	\$988.00	\$988.00
Total							\$988.00	\$988.00

G. Special Circumstances (F.5.) – There were no reported events during the reporting period that met the contractual definitions in this section:

- Multiple Units
- Breakdowns on scene
- Upgrades
- Downgrades
- Failure to report at-scene time

H. Exemptions (F.6.) – Under the terms of the current contract, exemptions may be granted for “unusual circumstances beyond Contractor’s reasonable control.” These may include, without limitation, unusually severe weather conditions, disasters, difficult or restricted patient access, private roads, change of location, bad address, or other factors as determined in

the sole discretion of the ESA. Exempted calls excluded from calculations and do not count as an on-time response.

- A. Responses canceled prior to arrival. (F.6.A.)
- B. Multiple responses to the same incident shall have only the first arriving ambulance response time calculated. (F.6.B.)
- C. Mass casualty incidents – standards and assessments suspended by the ESA during a mass casualty incident. (F.6.C.)
- D. Disasters (F.6.D.)
- E. Travel Restrictions and Road Closures: Response time standards and assessments **WILL** be suspended by the ESA in the affected areas during periods of official travel restrictions or road closures in the COCS, EPC or in adjoining jurisdictions. (F.6.E.)
- F. Good Cause: Inclement Weather (F.6.F.)
- G. Good Cause: Incorrect or inaccurate information received from PSAP or reporting party (F.6.F.)
- H. Good Cause: Data or voice recording or transmission errors (F.6.F.)
- I. Good Cause: Inaccessible calls (F.6.F.)
- J. Good Cause: Rural transport by a closer agency (F.6.F.)
- K. Good Cause: Rendezvous (F.6.F.)
- L. Good Cause: Distance (only to Wilderness zone) (F.6.F.)
- M. Good Cause: Collisions (F.6.F.)

For the month of March 2010, the Contractor has requested that 67 calls be exempted from the data to determine compliance with performance standards as required under the current contract. For the month of April 2010, the Contractor has requested that 35 Code 3 calls be exempted. The ESA must determine if these specific calls should be exempted. The reasons for each exemption are listed below and have been verified by staff. If the ESA Board chooses to disallow any or all of the exemptions indicated, then the performance reports must be recalculated to yield more precise results.

March 2010 Exempted Calls (67)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Public Safety Standby (19)							
Urban Southwest 8	03/02/2010	29046	0:12:00	0:08:26	0:00:00	\$0.00	\$0.00
Suburban 12	03/04/2010	30209	0:18:00	0:28:02	0:10:02	\$286.00	\$0.00
Urban North 8	03/05/2010	30693	0:12:00	0:15:45	0:03:45	\$104.00	\$0.00
Urban Southeast 8	03/05/2010	30706	0:12:00	0:09:28	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/06/2010	30922	0:12:00	0:10:35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	03/06/2010	30929	0:12:00	0:11:27	0:00:00	\$0.00	\$0.00
Urban Southwest 8	03/06/2010	30930	0:12:00	0:13:16	0:01:16	\$52.00	\$0.00
Suburban 12	03/11/2010	33542	0:18:00	0:13:48	0:00:00	\$0.00	\$0.00
Urban North 8	03/11/2010	33543	0:12:00	0:10:36	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/22/2010	38539	0:12:00	0:09:29	0:00:00	\$0.00	\$0.00
Urban North 8	03/23/2010	38800	0:12:00	0:12:06	0:00:06	\$26.00	\$0.00
Urban Southwest 8	03/30/2010	41583	0:12:00	0:09:24	0:00:00	\$0.00	\$0.00
Urban North 8	03/30/2010	41662	0:12:00	0:09:48	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/30/2010	41677	0:12:00	0:09:16	0:00:00	\$0.00	\$0.00
Suburban 12	03/30/2010	41683	0:18:00	0:13:23	0:00:00	\$0.00	\$0.00
Urban North 8	03/31/2010	42029	0:12:00	0:14:27	0:02:27	\$78.00	\$0.00
Suburban 12	03/31/2010	42033	0:18:00	0:16:29	0:00:00	\$0.00	\$0.00
Urban North 8	03/31/2010	42069	0:12:00	0:09:24	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/31/2010	42085	0:12:00	0:12:54	0:00:54	\$26.00	\$0.00
Severe Weather (48)							
Urban Southwest 8	03/19/2010	37043	0:12:00	0:15:34	0:03:34	\$104.00	\$0.00
Suburban 12	03/19/2010	37098	0:18:00	0:12:48	0:00:00	\$0.00	\$0.00

Suburban 12	03/19/2010	37200	0:18:00	0:14:03	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/19/2010	37271	0:12:00	0:04:53	0:00:00	\$0.00	\$0.00
Urban North 8	03/19/2010	37293	0:12:00	0:11:20	0:00:00	\$0.00	\$0.00
Urban North 8	03/19/2010	37330	0:12:00	0:10:38	0:00:00	\$0.00	\$0.00
Urban North 8	03/19/2010	37334	0:12:00	0:16:35	0:04:35	\$130.00	\$0.00
Suburban 12	03/19/2010	37358	0:18:00	0:14:28	0:00:00	\$0.00	\$0.00
Urban North 8	03/19/2010	37389	0:12:00	0:15:11	0:03:11	\$104.00	\$0.00
Suburban 12	03/19/2010	37437	0:18:00	0:13:11	0:00:00	\$0.00	\$0.00
Frontier 25	03/20/2010	37494	0:35:00	0:38:31	0:03:31	\$104.00	\$0.00
Urban North 8	03/23/2010	38982	0:12:00	0:11:16	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/23/2010	38985	0:12:00	0:10:04	0:00:00	\$0.00	\$0.00
Suburban 12	03/23/2010	38994	0:18:00	0:22:57	0:04:57	\$130.00	\$0.00
Rural 20	03/23/2010	38996	0:30:00	0:25:28	0:00:00	\$0.00	\$0.00
Urban North 8	03/23/2010	38999	0:12:00	0:13:21	0:01:21	\$52.00	\$0.00
Suburban 12	03/23/2010	39000	0:18:00	0:19:54	0:01:54	\$52.00	\$0.00
Urban North 8	03/23/2010	39001	0:12:00	0:19:14	0:07:14	\$208.00	\$0.00
Urban Southeast 8	03/23/2010	39003	0:12:00	0:13:01	0:01:01	\$52.00	\$0.00
Urban North 8	03/23/2010	39006	0:12:00	0:16:30	0:04:30	\$130.00	\$0.00
Urban North 8	03/23/2010	39011	0:12:00	0:12:15	0:00:15	\$26.00	\$0.00
Urban Southeast 8	03/23/2010	39012	0:12:00	0:10:35	0:00:00	\$0.00	\$0.00
Urban Southwest 8	03/23/2010	39014	0:12:00	0:10:09	0:00:00	\$0.00	\$0.00
Urban Southwest 8	03/23/2010	39024	0:12:00	0:11:38	0:00:00	\$0.00	\$0.00
Suburban 12	03/23/2010	39026	0:18:00	0:15:47	0:00:00	\$0.00	\$0.00
Suburban 12	03/23/2010	39031	0:18:00	0:25:19	0:07:19	\$208.00	\$0.00
Suburban 12	03/23/2010	39032	0:18:00	0:21:07	0:03:07	\$104.00	\$0.00
Urban Southeast 8	03/23/2010	39035	0:12:00	0:12:56	0:00:56	\$26.00	\$0.00
Suburban 12	03/23/2010	39040	0:18:00	0:12:05	0:00:00	\$0.00	\$0.00
Urban North 8	03/24/2010	39055	0:12:00	0:09:41	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/24/2010	39063	0:12:00	0:12:11	0:00:11	\$26.00	\$0.00
Urban Southwest 8	03/24/2010	39072	0:12:00	0:09:14	0:00:00	\$0.00	\$0.00
Urban Southwest 8	03/24/2010	39086	0:12:00	0:08:22	0:00:00	\$0.00	\$0.00
Urban Southeast 8	03/24/2010	39089	0:12:00	0:08:39	0:00:00	\$0.00	\$0.00
Suburban 12	03/24/2010	39091	0:18:00	0:23:11	0:05:11	\$156.00	\$0.00
Urban North 8	03/24/2010	39092	0:12:00	0:26:05	0:14:05	\$390.00	\$0.00
Suburban 12	03/24/2010	39100	0:18:00	0:13:18	0:00:00	\$0.00	\$0.00
Urban North 8	03/24/2010	39107	0:12:00	0:23:49	0:11:49	\$312.00	\$0.00
Urban North 8	03/24/2010	39108	0:12:00	0:12:23	0:00:23	\$26.00	\$0.00
Urban Southeast 8	03/24/2010	39110	0:12:00	0:10:50	0:00:00	\$0.00	\$0.00
Suburban 12	03/24/2010	39112	0:18:00	0:19:05	0:01:05	\$52.00	\$0.00
Urban Southeast 8	03/24/2010	39129	0:12:00	0:10:34	0:00:00	\$0.00	\$0.00
Frontier 25	03/24/2010	39136	0:35:00	0:27:45	0:00:00	\$0.00	\$0.00
Suburban 12	03/24/2010	39139	0:18:00	0:12:08	0:00:00	\$0.00	\$0.00
Urban North 8	03/24/2010	39154	0:12:00	0:11:09	0:00:00	\$0.00	\$0.00
Suburban 12	03/27/2010	40430	0:18:00	0:12:26	0:00:00	\$0.00	\$0.00
Suburban 12	03/27/2010	40435	0:18:00	0:21:14	0:03:14	\$104.00	\$0.00
Urban North 8	03/27/2010	40441	0:12:00	0:08:45	0:00:00	\$0.00	\$0.00
Total						\$3,068.00	\$0.00

April 2010 Exempted Calls (35)							
Zone	Date	Call #	Maximum Response Time	Actual Response Time	Amount Over Maximum	Potential Assessment	Recommended Assessment
Multiple Responses to Incident (1)							
Urban Southeast 8	4/12/2010	47429	0:12:00	0:09:49	0:00:00	\$0.00	\$0.00
Public Safety Standby (28)							
Suburban 12	4/7/2010	44999	0:18:00	0:13:21	0:00:00	\$0.00	\$0.00
Urban North 8	4/7/2010	45001	0:12:00	0:08:05	0:00:00	\$0.00	\$0.00
Suburban 12	4/7/2010	45170	0:18:00	0:14:46	0:00:00	\$0.00	\$0.00
Urban North 8	4/7/2010	45196	0:12:00	0:10:10	0:00:00	\$0.00	\$0.00
Suburban 12	4/7/2010	45209	0:18:00	0:12:12	0:00:00	\$0.00	\$0.00
Suburban 12	4/7/2010	45233	0:18:00	0:13:04	0:00:00	\$0.00	\$0.00
Urban North 8	4/9/2010	46095	0:12:00	0:10:41	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/12/2010	47437	0:12:00	0:08:46	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/12/2010	47445	0:12:00	0:10:13	0:00:00	\$0.00	\$0.00

Urban North 8	4/13/2010	47837	0:12:00	0:10:02	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/13/2010	47847	0:12:00	0:09:51	0:00:00	\$0.00	\$0.00
Urban North 8	4/13/2010	47856	0:12:00	0:08:53	0:00:00	\$0.00	\$0.00
Urban North 8	4/13/2010	47866	0:12:00	0:09:40	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/17/2010	49398	0:12:00	0:08:41	0:00:00	\$0.00	\$0.00
Urban North 8	4/17/2010	49401	0:12:00	0:08:10	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/21/2010	51072	0:12:00	0:08:04	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/22/2010	51545	0:12:00	0:09:24	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/22/2010	51666	0:12:00	0:10:37	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/22/2010	51693	0:12:00	0:12:30	0:00:30	\$26.00	\$0.00
Frontier 35	4/22/2010	51702	0:45:00	0:40:33	0:00:00	\$0.00	\$0.00
Urban Southeast 8	4/22/2010	51846	0:12:00	0:13:14	0:01:14	\$52.00	\$0.00
Suburban 12	4/22/2010	51853	0:18:00	0:13:53	0:00:00	\$0.00	\$0.00
Suburban 12	4/22/2010	51863	0:18:00	0:13:38	0:00:00	\$0.00	\$0.00
Urban North 8	4/22/2010	51865	0:12:00	0:13:14	0:01:14	\$52.00	\$0.00
Suburban 12	4/22/2010	51868	0:18:00	0:13:32	0:00:00	\$0.00	\$0.00
Urban Southwest 8	4/22/2010	51956	0:12:00	0:09:42	0:00:00	\$0.00	\$0.00
Suburban 12	4/24/2010	52725	0:18:00	0:15:18	0:00:00	\$0.00	\$0.00
Urban North 8	4/30/2010	55398	0:12:00	0:10:51	0:00:00	\$0.00	\$0.00
Severe Weather (6)							
Frontier 45	4/7/2010	44898	0:55:00	1:08:17	0:13:17	\$364.00	\$0.00
Suburban 12	4/7/2010	44920	0:18:00	0:14:23	0:00:00	\$0.00	\$0.00
Suburban 12	4/17/2010	49377	0:18:00	0:21:02	0:03:02	\$104.00	\$0.00
Suburban 12	4/17/2010	49493	0:18:00	0:15:44	0:00:00	\$0.00	\$0.00
Frontier 25	4/23/2010	52095	0:35:00	0:35:26	0:00:26	\$26.00	\$0.00
Suburban 12	4/23/2010	52151	0:18:00	0:12:53	0:00:00	\$0.00	\$0.00
Total						\$624.00	\$0.00

I. **Urban Equity** – Response time analysis confirms that the contractor met or surpassed the 90% performance standard in all but one of the Urban Zones during one reporting period. Note: The data below is reported for informational purposes only. Under the current contract, a performance standard for individual Urban sub-zones has not been established.

Zone	March 2010			April 2010			Performance Standard
	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	Code 3 Calls	# Exceeding Minimum Response Time	Compliance %	
Urban North 8	679	62	90.87%	676	73	89.20%	90.00%
Urban Southeast 8	687	39	94.32%	682	44	93.55%	
Urban Southwest 8	676	52	92.31%	717	47	93.44%	
TOTAL	2,042	153	92.51%	2,075	164	92.10%	

J. **Code 2 Performance Summary**

Zone	March 2010			April 2010		
	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %	# of Code 2 Calls	# Exceeding Maximum Response Time	Compliance %
Urban 8	1,048	181	82.73%	1,032	198	80.81%
Suburban 12	271	23	91.51%	253	40	84.19%
Rural 20	31	0	100.00%	23	0	100.00%
Frontier 25	21	0	100.00%	13	0	100.00%
Frontier 35	3	0	100.00%	3	0	100.00%
Frontier 45	3	0	100.00%	3	0	100.00%
TOTAL	1,377	204	85.19%	1,327	238	82.06%

K. Calls vs. Transports (separated by Code 3/Code 2)–

	Total Calls	Code 3 Calls	% of All Calls	Code 3 Transports	Code 3 Transport %	Code 2 Calls	% of All Calls	Code 2 Transports	Code 2 Transport %
March 2010	4,443	3,066	69.01%	2,043	66.63%	1,377	30.99%	925	67.18%
April 2010	4,440	3,113	70.11%	2,042	65.60%	1,327	29.89%	907	68.35%

L. Major Condition/Complaint Summary

March 2010 MEDICAL CALLS/TRANSPORTS									
	Code 3				Code 2				
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports	
Fainting/Unconscious/Unknown	488	10.98%	289	9.74%	109	2.45%	63	2.12%	
Breathing Problems	333	7.49%	246	8.29%	16	0.36%	9	0.30%	
Chest Pain	259	5.83%	221	7.45%	19	0.43%	16	0.54%	
Sick Person-Multiple Complaints	173	3.89%	147	4.95%	201	4.52%	162	5.46%	
Convulsions-Seizures	126	2.84%	91	3.07%	65	1.46%	53	1.79%	
Psychiatric-Suicide Attempt	96	2.16%	79	2.66%	60	1.35%	48	1.62%	
Diabetic Problems	71	1.60%	27	0.91%	11	0.25%	8	0.27%	
Abdominal Pain	63	1.42%	58	1.95%	35	0.79%	28	0.94%	
Heart Problems	63	1.42%	57	1.92%	10	0.23%	8	0.27%	
Stroke	58	1.31%	50	1.68%	4	0.09%	4	0.13%	
Trans-Interfacility-Palliative	50	1.13%	50	1.68%	105	2.36%	105	3.54%	
Pregnancy	41	0.92%	36	1.21%	3	0.07%	1	0.03%	
Allergies-Envenomations	25	0.56%	20	0.67%	3	0.07%	2	0.07%	
Back Pain	4	0.09%	3	0.10%	24	0.54%	18	0.61%	
Headache	2	0.05%	2	0.07%	22	0.50%	17	0.57%	
Total	1852	41.68%	1376	46.36%	687	15.46%	542	18.26%	

March 2010 TRAUMA CALLS/TRANSPORTS									
	Code 3				Code 2				
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports	
Traffic Accident	333	7.49%	147	4.95%	56	1.26%	29	0.98%	
Falls	201	4.52%	142	4.78%	132	2.97%	93	3.13%	
Overdose-Poisoning	151	3.40%	105	3.54%	10	0.23%	5	0.17%	
Assault or Sexual Assault	146	3.29%	52	1.75%	10	0.23%	4	0.13%	
Hemorrhage-Lacerations	96	2.16%	78	2.63%	8	0.18%	4	0.13%	
Traumatic Injuries (NOS)	66	1.49%	47	1.58%	26	0.59%	17	0.57%	
Cardiac/Respiratory Arrest	44	0.99%	17	0.57%	4	0.09%	0	0.00%	
Carbon Monoxide-Hazmat	34	0.77%	3	0.10%	14	0.32%	4	0.13%	
Choking	31	0.70%	23	0.77%	12	0.27%	2	0.07%	
Gunshot/Stabbing	14	0.32%	5	0.17%	0	0.00%	0	0.00%	
Burns-Scalds	7	0.16%	4	0.13%	0	0.00%	0	0.00%	
Heat-Cold Exposure	5	0.11%	1	0.03%	3	0.07%	3	0.10%	
Animal Bites-Attacks	4	0.09%	0	0.00%	3	0.07%	1	0.03%	
Eye Injuries	0	0.00%	0	0.00%	5	0.11%	0	0.00%	
Total	1132	25.48%	624	21.02%	283	6.37%	162	5.46%	

March 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	71	1.60%	40	1.35%	388	8.73%	221	7.45%
Medical-Call Box Alarm	10	0.23%	3	0.10%	0	0.00%	0	0.00%
Standby-Public Safety	1	0.02%	0	0.00%	17	0.38%	0	0.00%
Standby-Dedicated	0	0.00%	0	0.00%	2	0.05%	0	0.00%
Total	82	1.85%	43	1.45%	407	9.16%	221	7.45%

April 2010 MEDICAL CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Fainting/Unconscious/Unknown	434	9.77%	246	8.34%	104	2.34%	65	2.20%
Breathing Problems	320	7.21%	250	8.48%	16	0.36%	11	0.37%
Chest Pain	238	5.36%	195	6.61%	20	0.45%	13	0.44%
Sick Person-Multiple Complaints	190	4.28%	154	5.22%	230	5.18%	189	6.41%
Stroke	176	3.96%	97	3.29%	20	0.45%	15	0.51%
Psychiatric-Suicide Attempt	104	2.34%	82	2.78%	43	0.97%	30	1.02%
Convulsions-Seizures	93	2.09%	66	2.24%	45	1.01%	30	1.02%
Abdominal Pain	75	1.69%	64	2.17%	37	0.83%	30	1.02%
Diabetic Problems	63	1.42%	28	0.95%	16	0.36%	7	0.24%
Heart Problems	48	1.08%	43	1.46%	2	0.05%	2	0.07%
Trans-Interfacility-Palliative	37	0.83%	36	1.22%	48	1.08%	46	1.56%
Pregnancy	35	0.79%	33	1.12%	2	0.05%	2	0.07%
Allergies-Envenomations	19	0.43%	11	0.37%	1	0.02%	1	0.03%
Headache	15	0.34%	13	0.44%	16	0.36%	10	0.34%
Back Pain	8	0.18%	7	0.24%	22	0.50%	22	0.75%
Total	1855	41.78%	1325	44.93%	622	14.01%	473	16.04%

April 2010 TRAUMA CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Traffic Accident	274	6.17%	112	3.80%	54	1.22%	42	1.42%
Falls	203	4.57%	138	4.68%	108	2.43%	80	2.71%
Overdose-Poisoning	154	3.47%	123	4.17%	15	0.34%	7	0.24%
Assault or Sexual Assault	153	3.45%	60	2.03%	25	0.56%	10	0.34%
Choking	87	1.96%	61	2.07%	33	0.74%	17	0.58%
Hemorrhage-Lacerations	74	1.67%	57	1.93%	11	0.25%	7	0.24%
Traumatic Injuries (NOS)	72	1.62%	54	1.83%	27	0.61%	17	0.58%
Cardiac/Respiratory Arrest	60	1.35%	26	0.88%	3	0.07%	2	0.07%
Carbon Monoxide-Hazmat	35	0.79%	1	0.03%	5	0.11%	0	0.00%
Heat-Cold Exposure	31	0.70%	24	0.81%	4	0.09%	2	0.07%
Animal Bites-Attacks	6	0.14%	0	0.00%	1	0.02%	1	0.03%
Gunshot/Stabbing	5	0.11%	2	0.07%	0	0.00%	0	0.00%
Burns-Scalds	4	0.09%	2	0.07%	2	0.05%	1	0.03%
Eye Injuries	0	0.00%	0	0.00%	5	0.11%	1	0.03%
Total	1158	26.08%	660	22.38%	293	6.60%	187	6.34%

April 2010 OTHER CALLS/TRANSPORTS								
	Code 3				Code 2			
	Calls	% of Calls	Transports	% of Transports	Calls	% of Calls	Transports	% of Transports
Law Enforcement Request	77	1.73%	50	1.70%	389	8.76%	238	8.07%
Medical-Call Box Alarm	20	0.45%	7	0.24%	0	0.00%	0	0.00%
Standby-Public Safety	3	0.07%	0	0.00%	23	0.52%	9	0.31%
Total	100	2.25%	57	1.93%	412	9.28%	247	8.38%

F. CALL DOWNGRADES (CODE 3 – EMERGENCY LIFE THREAT TO CODE 2– EMERGENCY NON-LIFE THREAT)

March 2010 — 26 calls were downgraded from Code 3 to Code 2.

April 2010 — 26 calls were downgraded from Code 3 to Code 2.

G. CODE 2 (EMERGENCY NON-LIFE THREAT) DISPATCH HOLDS / DELAYS

In March 2010, dispatch was held on 21 Code 2 calls. In April 2010, dispatch was held on 21 Code 2 calls. Dispatch delays were a result of the Contractor’s decision to hold a Code 2 call and assign it to a closer unit when it became available, or to reassign a Code 2 call to another unit when the initial unit was closest to a higher priority call.

H. DETOX TRANSPORTS

Month (2009)	Centura Penrose Main	Centura St. Francis Medical Center	Memorial Hospital - Main	Memorial Hospital - North	Pikes Peak Mental Health	911 Calls	Total
September	26	2	40	7	0	18	93
October	29	2	54	8	0	18	111
November	30	6	53	6	1	12	108
December	17	4	55	2	0	14	92
2009 Total	102	14	202	23	1	62	404
January	32	6	78	7	2	20	145
February	30	6	62	6	0	7	111
March	32	4	79	7	0	12	134
April	38	7	72	12	0	25	154
2010 Total	132	23	291	32	2	64	544

IV. QUESTIONS AND/OR ADDITIONAL INFORMATION

Eileen Lynch Gonzalez
 Emergency Services Agency (ESA) Business Administrator